



Information Network of Kansas Board of Directors

Kansas Information Consortium
General Manager's Report

Month ending March 31, 2008

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For the month ending March 2008

Executive Summary

Kansas.gov is staying very busy and productive as we move into spring. Some of the high points for March include:

~Kansas.gov successfully launched two new applications in the month of March:

- KSEMS Ambulance License Renewal
- KDHE Health Occupations Credentialing Criminal Record Check

~Kansas.gov completed the application created to satisfy the Kansas Taxpayer Transparency Program Act (went live February 29, 2008) to the state for free. Kansas.gov has spent 905 hours (a value of \$98,964) on this project through the end of March.

~The District Courts search tool has reached 64 counties as we added 5 additional counties in the month of March.

~Creative Services and Marketing created a site promotions strategy to maximize the promotional positions featured throughout Kansas.gov. Initial updates launched on March 31, 2008.

~Kansas.gov continues to stress the importance of driving adoption of our new Content Management System (CMS) offering. Discussions were held with a possible new CMS candidate (Kansas Conservation Commission) on March 24, 2008.

~Kansas.gov was approached in late February by OJA, who is interested in a POS solution. A presentation was made to their group on March 26, 2008 with key stakeholders from OJA to further discuss this opportunity.

Please contact me if you have any questions at 785.296.5275 or via email at lisa@ink.org.

Respectfully Submitted,

Lisa R. Counts

Lisa R. Counts, General Manager

New Service Requests & Contracts for Approval

Service Requests

No Service Requests were submitted this month.

Contracts for Approval

Pottawatomie County District Court

Pottawatomie County requests INK assistance for providing a transaction fee-based service for online district court searches.

Bourbon County District Court

Bourbon County requests INK assistance for providing a transaction fee-based service for online district court searches.

Seward County District Court

Seward County requests INK assistance for providing a transaction fee-based service for online district court searches.

New Applications Deployed

| <u>Agency</u> | <u>Service</u> | <u>Launched Date</u> |
|---------------|-------------------------------------|----------------------|
| KDOA | KanView - Taxpayer Transparency Act | Feb. 08 |
| KDHE | HOC Criminal Record Check | Mar. 08 |
| KSBEMS | Ambulance License Renewal | Mar. 08 |

Applications in Development

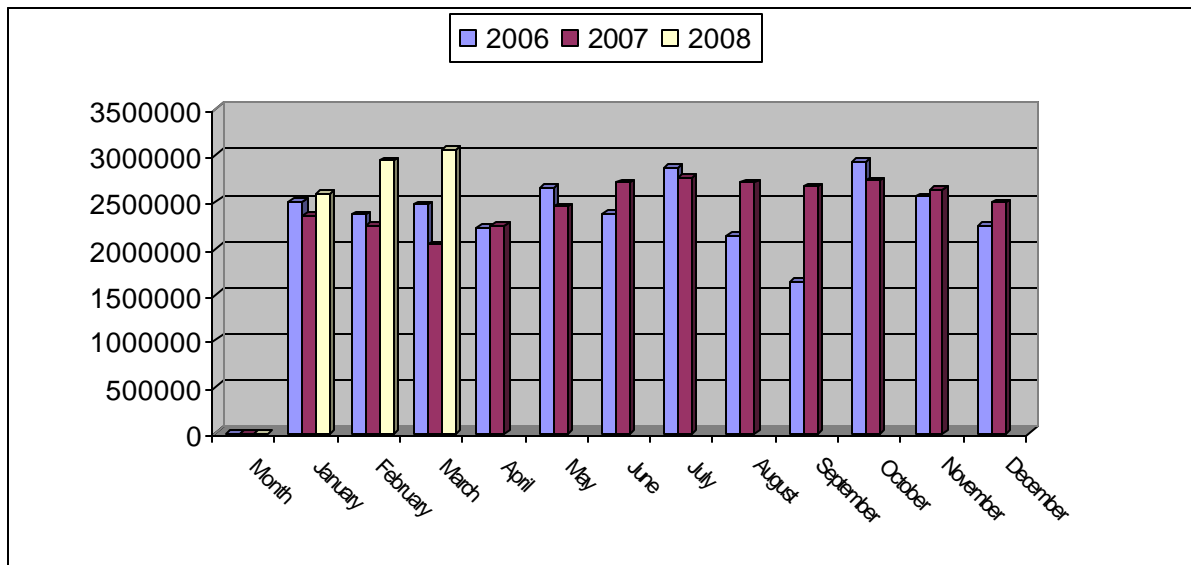
| <u>Agency</u> | <u>Service</u> | <u>Targeted Deployment (quarter)</u> |
|---------------|---|--------------------------------------|
| KSOS | Add PA Type | Q2 08 |
| BOA | License Individual Renewals | Q2 08 |
| KBI | Registered Offender 2007 | Q2 08 |
| KDHE | Change of Address and License Replacement | Q2 08 |
| KSSBEO | Optometry Portal | Q2 08 |
| GOV | Grant Portal Phase 3 | Q2 08 |
| BOTA | Claim Filing | Q3 08 |
| KDA | Seed Business License Renewal | Q3 08 |
| KDOR | PVD 2008 Modifications | Q3 08 |
| KIC | Subscriber Account Administration and Self Registration | Q3 08 |
| BOTA | Final Orders | Q4 08 |
| KDOR | Homestead Claim | Q4 08 |
| KSBEMS | Attendant License Verification | Q4 08 |
| OJA | DCRS Instant Access | Q4 08 |

| | | |
|------|----------------------|-------|
| KCI | Online Store | Q1 09 |
| KDOA | KBC 2008 | Q1 09 |
| GOV | Grant Portal Phase 4 | Q2 09 |
| KDA | Agri Portal | Q2 09 |
| KDOR | ABC Portal | Q2 09 |
| BOTA | Docket Calendar | Q3 09 |

Project Change Requests

| <u>Agency</u> | <u>Service</u> | <u>Launched Date</u> |
|---------------|--|----------------------|
| KDHE | Website Error Pages | Jan. 08 |
| KDB | Dental License Verification | Jan. 08 |
| KDHE | License Renewal Jan 08 Mods | Jan. 08 |
| KIC | Remove Bills in Committee table | Jan. 08 |
| KSBN | Nursing License Renewal K-SERV Link | Jan. 08 |
| OJA | DCRS Integrate JoCo | Jan. 08 |
| KSOTP | Renewal Change Fees | Jan. 08 |
| KREC | Renewal Add Disciplinary Question | Jan. 08 |
| KSBA | License Renewal Feb 08 Mods | Feb. 08 |
| KSAG | Amber Alert Change AG Name | Feb. 08 |
| KSBA | License Verification Expand Verification Information | Mar. 08 |
| KREAB | Appraiser License Renewal 2008 Mods | Mar. 08 |
| KSBA | HTML Rpt CEU Text Year Mods | Mar. 08 |
| BOA | Firm Renewal Add Disclosure Statement | Pending |
| GEC | Campaign Finance | Pending |
| KSOS | AR Change Delete Function | Pending |
| KSOS | Global Changes | Pending |
| LEG | Create Enrolled Bill Search | Pending |
| KDHE | CRC Add Subscriber Option | Pending |
| KDOL | Add CCD Format | Pending |
| KDOL | Add Failed Payment Reporting | Pending |
| KDOR | Payment Date Validation | Pending |
| KIC | KanPay Express 2008 Upgrade | Pending |
| KSBEAS | Ambulance Post Deployment Modifications | Pending |
| KSBEAS | Attendant License Renewal Improve Payment Processing | Pending |
| KSBA | May 2008 Modifications | Pending |
| KSBN | Annual Report 2008 Mods | Pending |
| KSOS | AOI: Change Delete Button | Pending |
| KSOS | AOI: Signature Organizer/Incorporator | Pending |
| OJA | DCRS Add New Name Search Field | Pending |
| KIC | CMS Enhancements | Pending |
| KSOS | Add PA Type | Pending |
| KSBA | Lic Ver Free Mar 08 Mods | Pending |

Service Visits



Support Statistics

| <u>Month</u> | <u>Live Chat</u> | <u>Email</u> | <u>Cases Reported</u> |
|---------------|------------------|--------------|-----------------------|
| January 2008 | 34 | 326 | 40 |
| February 2008 | 67 | 325 | 58 |
| March 2008 | 59 | 340 | 37 |

Marketing

~Creative Services and Marketing continued to work on the Kansas.gov marketing piece for prospects and existing partners including a call-to-action to visit the Partner Resource Center for more details.

~Developed a plan to update the Partner Resource Center (leveraging CMS) to align with marketing piece (content & graphical) being created.

~Continued to work on Site Performance Analysis to determine what's working and what's not working in order to make adjustments to the business strategy accordingly.

~Creative Services and Marketing constructed site planograms to determine nomenclature, strategy, and frequency of updates per position on Kansas.gov's top visited pages.

~Creative Services and Marketing created a site promotions strategy to maximize the promotional positions featured throughout Kansas.gov. Initial updates launched on March 31, 2008.

~Kansas.gov continues to stress the importance of driving adoption of our new Content Management System (CMS) offering. Discussions were held with a possible new CMS candidate (Kansas Conservation Commission) on March 24.

~Kansas.gov held discussions with cjonline.com regarding potential advertising opportunities in 2008